Pre-ETS Vendor Portal User Guide

Contents

Purpose

The purpose of the Pre-ETS Vendor Portal system is to collect federally and state required data in a format that will facilitate combined VR and Pre-ETS participant reporting at the level of detail required by the Rehabilitation Services Administration (RSA).

The portal provides a mechanism for providers to submit the data in the required format, and also allows for the application of business and federal rules at the point of data collection.

The system has been provided for this purpose by Vocational Rehabilitation (VR) and is required to be used for Pre-ETS consumer reporting. The system will be maintained by VR for this purpose.

Questions, issues and suggestions regarding the Pre-ETS Vendor Portal can be directed to email address: *fssa.pre-ets@fssa.in.gov* .

Security

User Authentication

In order to access the system, all users must register to receive a valid user authentication logon-ID. Users will access the system via the authentication website and will be redirected to the Pre-ETS Vendor Portal system upon successful user authentication.

User Roles

Users of the Pre-ETS Vendor Portal system include: VR Pre-ETS Contractors and VR Pre-ETS Administrators.

Security rights are both hierarchical and role-based.

VR Pre-ETS Administrators have State-wide access to monitor and review data, run reports, respond to inquiries and to update data as needed. The administrators will also have "override" capability to make changes to data that normally would be disallowed. This override capability may be needed to change data after it has been reported to RSA (when the VR Pre-ETS Administrator obtains RSA approval) or to make other special exceptions to normal business rules as needed.

VR Pre-ETS Contractors have three user roles: Contractor Leads, Agency Leads and Pre-ETS Consultants.

Contractor Leads and Agency Leads have elevated rights over Pre-ETS Consultants.

Case Ownership

A case can be assigned to anyone within a Contractor group (Contractor Lead, Agency Lead, Pre-ETS Consultant). A case cannot be assigned to a VR Pre-ETS Administrator. The case assignment allows the system to track who is 'responsible' (i.e., ownership) for a registered Pre-ETS consumer. It also allows tracking of service provision at the agency level within a contractor group.

When a consumer is entered into the system via the Intake screen, the consumer's case is automatically assigned to the person that entered the information. The assumption is that the person entering the case will be the Pre-ETS consultant who will be responsible for the case on an on-going basis. However, a case can be transferred to another Pre-ETS consultant as needed to any other person within the same Contractor group. Contractor Leads and Agency Leads will have access to transfer cases to any Pre-ETS

Consultant in any of the Agencies within their Contractor group. Statewide, VR Pre-ETS Administrators can transfer cases across Contractor groups.

Case Access

All users within the same Agency within a Contractor group will have full access to each other's cases. Contractor Leads will have access to all cases for all Agencies within the Contractor group. Inter-agency access is the default; intra-agency access is not granted. This will be reflected in drop-down selections throughout the system. The only exception to this rule is the Transfer Case function which allows Agency Leads as well as Contractor Leads to transfer case assignment across Agencies within the full Contractor group.

Users from one Contractor group will *not* have access to other Contractor groups' consumer's data (unless acting as an Agency under more than one contractor). For Agencies under more than one Contractor, inter-agency versus intra-agency rules still apply.

When a Contractor also serves as an Agency under another Contractor, their Contractor group will be identified as their 'home' group, but they will be able to select the alternate Contractor as needed when providing services as an Agency under an alternate Contractor group. This will be reflected in drop-down lists throughout the system. For example, Sycamore Services is both a Contractor and also serves as an Agency for Easterseals Crossroads. For Sycamore Services consultants, their 'home' Contractor will default to Sycamore Services. However, Easterseals Crossroads will also be available for selection as an alternate Contractor as needed.

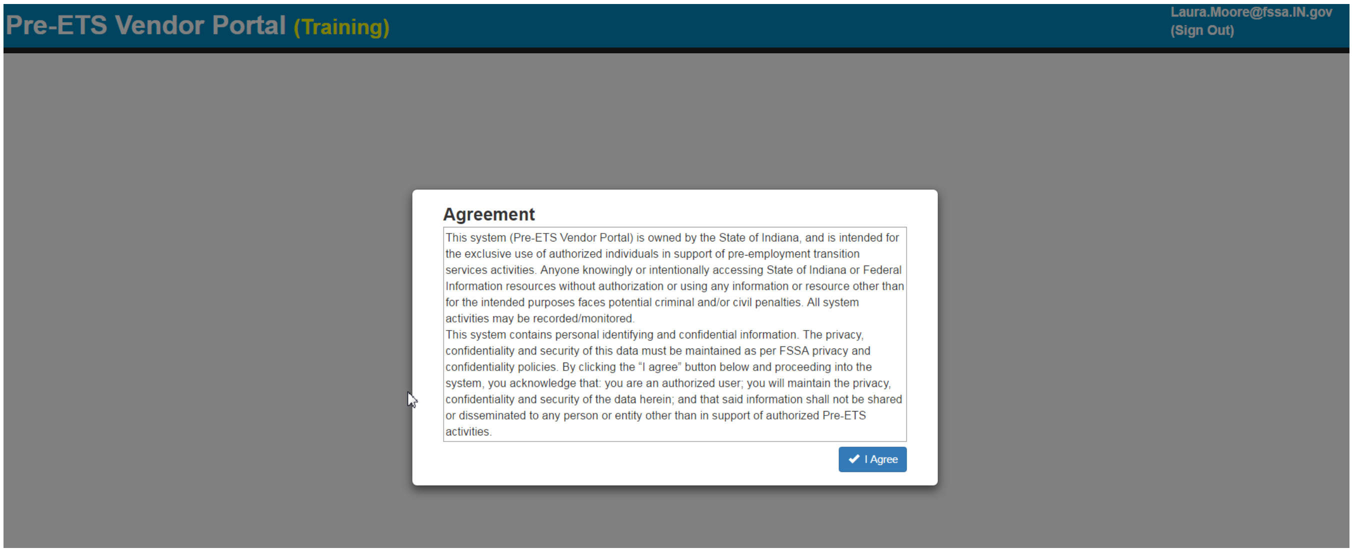
Privacy and Confidentiality/HIPAA

This system is used to collect consumer data that is required for VR's federal reporting to RSA. Some of the required data elements include PII and PHI confidential information. This information is protected under HIPAA. Consumer personal information must be protected at all times, while on-line or while using hard-copy materials. Any potential breach of protected information must be reported to the VR Pre-ETS administrator immediately.

In addition, FSSA contractors must comply with FSSA Privacy Compliance Policies. Contractor staff may only access, use, and disclose consumer personal information as authorized and permitted by FSSA VR policies and procedures. Any access to, use of, or disclosure of consumer personal information not authorized or permitted by such policies and procedures is strictly prohibited and constitutes a violation of the Privacy Compliance Policies. A full copy of the FSSA Privacy Compliance policies is available at website: www.in.gov/fssa/thehub/files/FSSA%20Confidentiality_VR_V1%20Training.pdf

User Privacy and Confidentiality Agreement

When users first login to the system, an agreement to comply with privacy and confidentiality policies will be presented. Users will not be permitted to access the system without first reviewing/agreeing to adhere to privacy and confidentiality policies. This agreement screen will only be presented upon the user's first access of the Pre-ETS system. Upon agreement, the agreement date will be recorded, and the user will be allowed to proceed to the Pre-ETS Vendor Portal. The user will not be presented with the agreement screen again.



Inactive Employees

It is the responsibility of the Agency and/or Contractor Lead to validate that a contractor's access to consumer personal information is immediately terminated upon leaving their agency or upon transferring to another business unit which should not have access to the Pre-ETS consumer data. This includes all access to electronic and/or paper files containing any client personal information.

For this purpose, an Inactivate User administrative function will be provided under the Administrative Menu. This will be available to Agency and Contractor Leads as well as VR Pre-ETS Administrators. [Note: Until this function is available, please email *fssa.pre-ets@fssa.in.gov* immediately when a user inactivation is needed.]

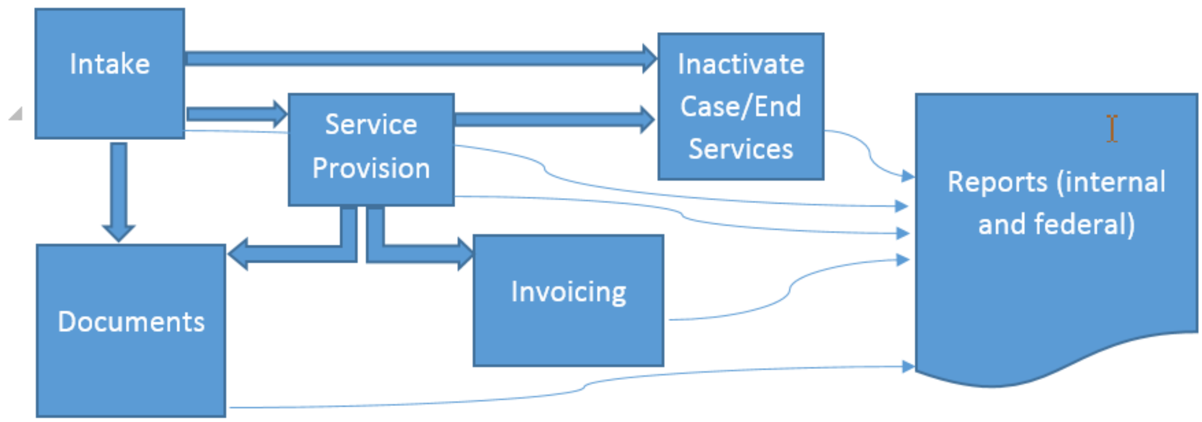
System Timeouts due to Inactivity on the screen

If there is no activity on the selected screen for one hour (60 minutes), the system will automatically time out. This is to protect the confidentiality of data within the system if you have stepped away from your device but have forgotten to log out. A message will be displayed:

> Your session is about to time out. You will automatically log out from your current session in:
>
> M:SS *[Note: This will display how many minutes before the automatic logout will occur.]*
>
> If you would like to remain logged in, please click "OK".

Simply click the OK box if you would like to remain logged in.

Basic Workflow in Life of Pre-ETS Case



The Pre-ETS consumer must first complete Intake information to register as a Pre-ETS consumer.

After the consumer is registered, Services can be provided as needed until such time as the Consumer graduates or no longer requires services, at which time the consumer's Pre-ETS case can be inactivated (i.e., services will be ended).

Alternatively, if the consumer decides not to pursue services, the case can be inactivated after Intake and prior to Service Provision.

As a result of Intake and Service Provision, and all through the life of case, collateral documentation can be collected and uploaded for the case as needed.

Services will be aggregated and invoiced (in summary form with other consumer's services) on a monthly basis.

All information pertaining to the case will feed various Reports, both internal and also federal reporting.

Note: It is possible for a Pre-ETS Consumer to also receive VR services or to transition from Pre-ETS to VR services. This means that the consumer can already be a VR consumer at the time of Pre-ETS Intake, or they can apply for VR services during Pre-ETS participation, or they can apply for VR services after Pre-ETS participation.

Getting Started

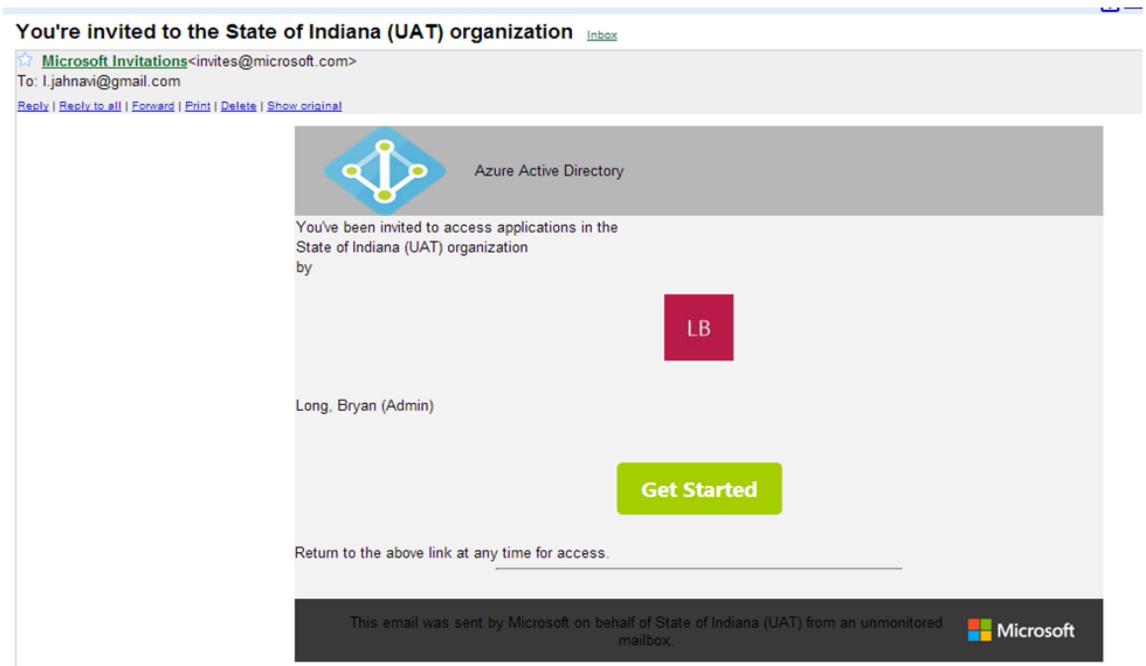
The Pre-ETS Vendor Portal will utilize Azure active directory authentication based on registered users. This allows for two levels of authentication, the first active directory authentication level must be passed in order for the user to proceed to the Pre-ETS Vendor Portal. The Pre-ETS Vendor Portal system will then apply a second layer of authentication to allow login to the system. If both levels of authentication are passed, security rights within the Pre-ETS Vendor Portal will be role-based.

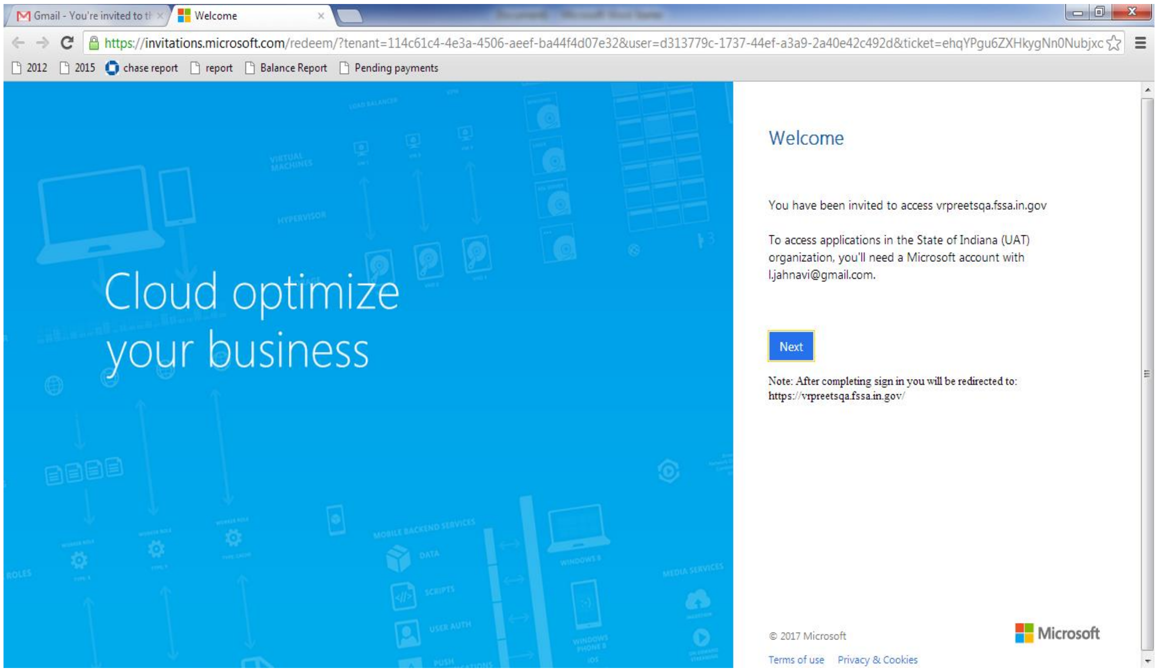
When a user is first registered, they will receive email notification(s) regarding a Microsoft Invitation (You're Invited!) from Microsoft Invitations. An email will be sent for each Vendor Portal environment for which the user has been registered (usually either Training/UAT or Production). The email will include a Get Started link which allows the users to complete the registration of their login ID. New users must follow the instructions and proceed through the screens until the registration is completed.

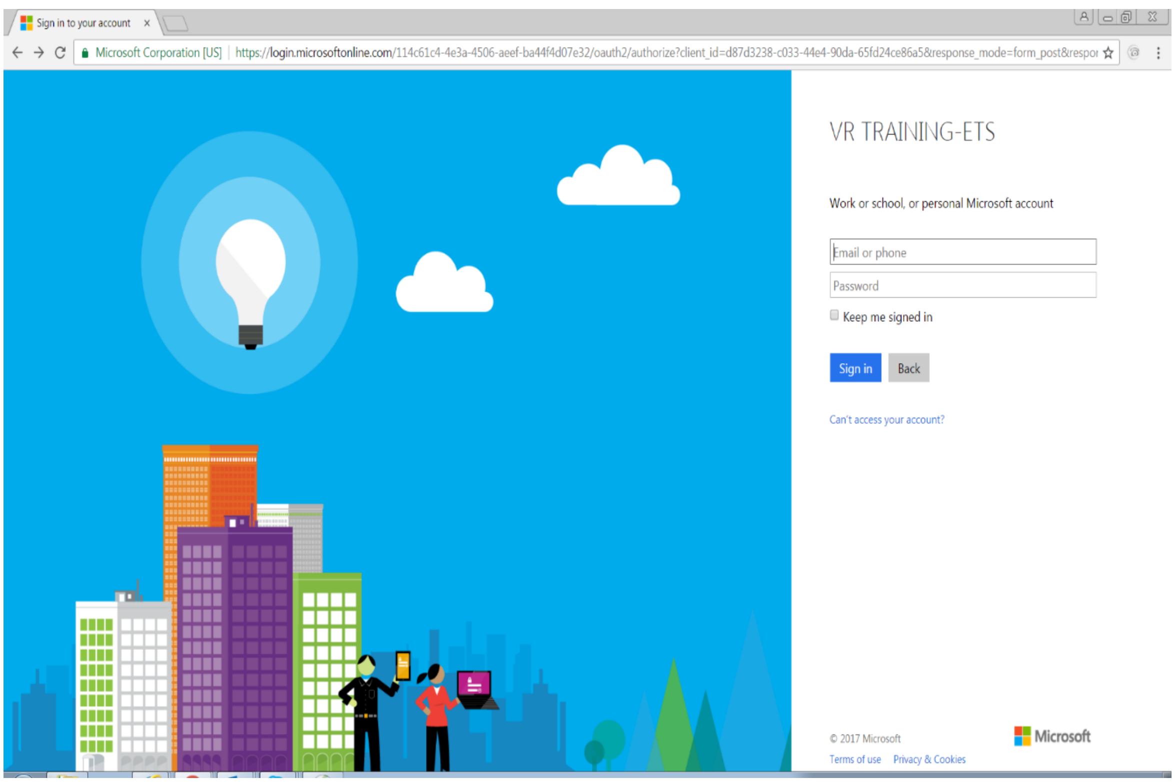
After successful registration, after launching the URL just click on the desired environment to proceed to the vendor portal. When prompted for email or phone, please use the email address that you specified on your registration form.

Upon the first access to the Pre-ETS Vendor Portal, an agreement screen will be launched as mentioned and displayed in the User Privacy and Confidentiality Agreement section. Review and click the I Agree button in order to proceed with access to the system.

If any issues are encountered that prevent login, please contact *fssa.pre-ets@fssa.in.gov* to report the issue and obtain assistance.





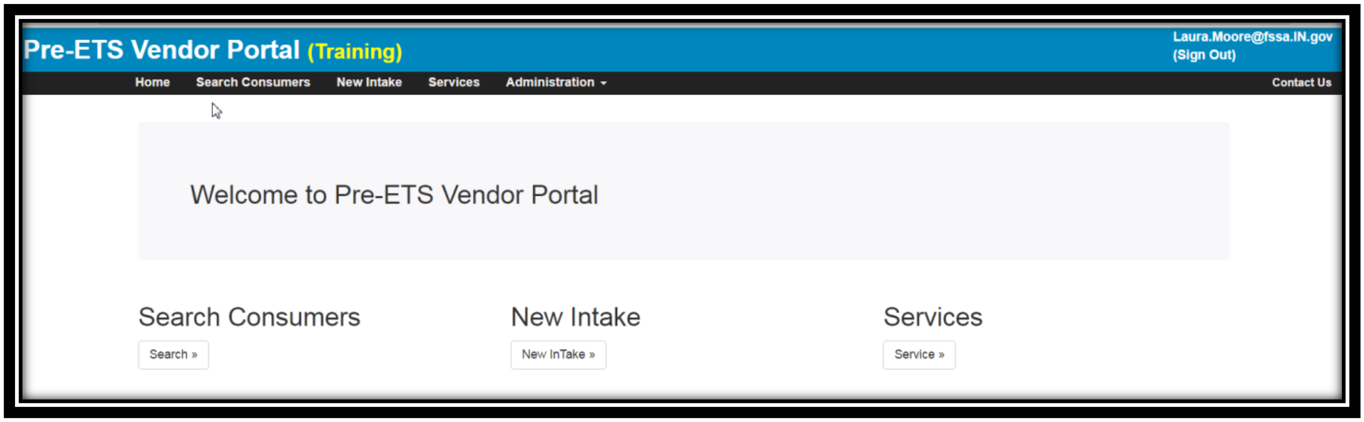


Home Page

Upon accessing the system, the user will be presented with the Home Page.

From this page, the user can:

- Search for existing consumers
- Choose to enter a new Intake
- Search for/enter new Services
- Access the Administration Menu
- Sign out of the system



Contact Us

This page contains contact information to report issues, questions, suggestions and concerns to the VR Pre-ETS Administrators for their review.

Consumer Search

This function will allow users to search for specific consumer records. A variety of search criteria can be used, in different combinations.

Type of Search

There are three (4) types of Consumer Searches: Consumer ID, Consumer Name, School Name, Temp SSN. When a Search Type is selected, the next field to the right will dynamically change to reflect the selected Type.

- The most specific consumer search criteria (filter) that can be applied is the Consumer ID. This is the unique Pre-ETS consumer number that is assigned to the consumer's case at the time of intake.
- For the Consumer Name search, a partial wildcard search is used which allows the user to search by Last Name followed by full First Name or followed by the starting characters of the First Name. When First Name is used, Last Name and First Name should be separated by a comma.
  - Example: Smith,John or Smith,J).
- If desired the user can simply search for the full last name or all last names starting with the characters entered (Example: Smith or Smi). The less specific the criteria, the more results that will potentially be displayed.
- The Schools drop-down will present a full list of the schools covered under the Pre-ETS Contracts. NOTE: A change is pending to limit this drop-down to list only the schools covered by the selected Contractor.

- Temporary SSN – This will result in a list of consumers that had a temporary SSN created by the system due to the 'real' SSN not being available at the time of the intake. Temporary SSNs begin with '999' per RSA requirements. Note: The Temp SSN column in the results grid will show Yes or No. Yes indicates that a temporary SSN was assigned. No indicates that a 'real' SSN was entered.

Additional Search Criteria

Additional / multiple filters can be applied: Consumer Status, Contractor, Agency, Pre-ETS Consultant. The more specific the search criteria, the fewer results that will be displayed.

The Consumer Status values include:

- Intake (Intake means that the consumer's Intake record has been entered, but no services have been entered)
- In-Service (Active means that the Intake and Service(s) have been entered)
- Inactive (Inactive means that the consumers' services have ended, and as a result the consumer's Pre-ETS 'case' is closed)

The Contractor drop-down will default to the user's 'home' Contractor group, but if other Contractors are available per the user's access, they will also be available for selection.

The Agency drop-down will default to the user's 'home' Agency, but if other Agencies are available per the user's access, they will also be available for selection.

The Pre-ETS Consultant drop-down will display a list of names of Contract Leads, Agency Leads and Pre-ETS Consultants based on the user's security and/or limited by the selected Contractor/Agency.

If a Search field is not used, then it will default to all that are available per the user's security clearance.

The Search button will display all results matching the criteria in the results grid.

Results Grid

Multiple pages may be returned in the results grid, or a message will be returned stating that no results were found.

Each column in the results grid is sortable and can be expanded or contracted by selecting and dragging the column header field separator. Left clicking in the column header will change the sort order. The first click will change the order to ascending; the second click will change the order to descending; and upon the third click the sort order will revert to the original sort order.

A scroll bar is located on the right side of the grid when several results records are returned.

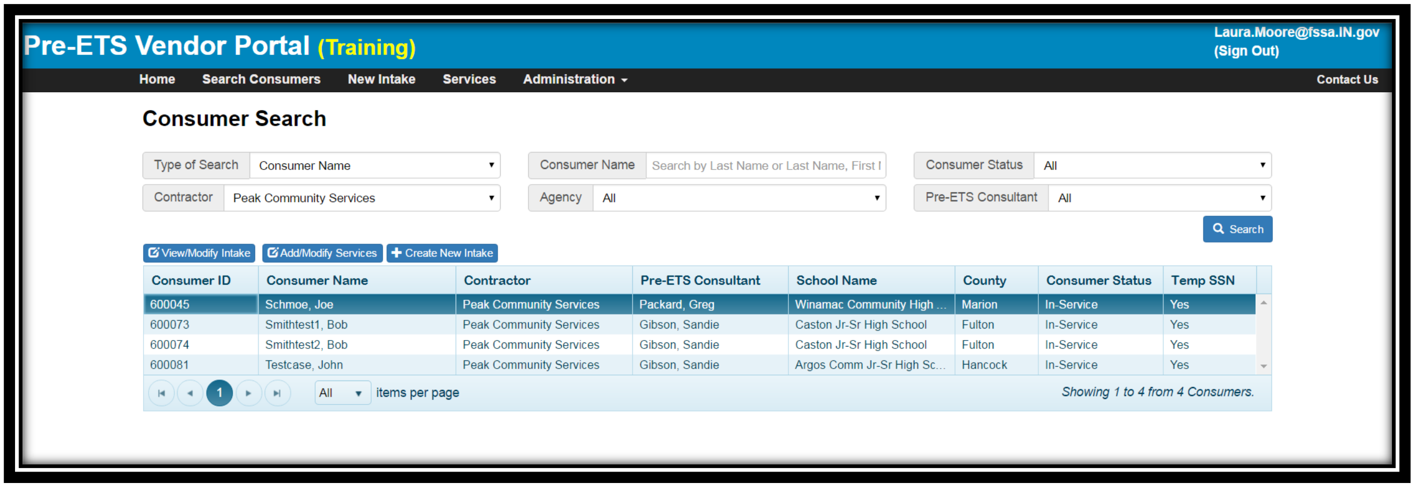
Arrows and drop-downs at the bottom left of the grid can be used to navigate to a new results page in the grid or can be used to change the number of items displayed per results grid page.

If a record in the grid is selected and 'double-clicked', the action taken will be the same as selecting the record and clicking on Add/Modify Service.

Available Functions

When a consumer record is selected in the grid, available functions include: View/Modify Intake, Add/Modify Services, Inactivate User/End Services (the Inactivate User function is pending).

If the desired consumer record is not found in the results grid, a Create New Intake function is available and can be used to enter a new consumer intake record.



Intake

No services can be entered for a consumer until the consumer's Intake information has been entered.

All of the fields in red font are required fields.

When an SSN is entered that matches an existing IRIS consumer, an informational message will state that a match has been found. The available IRIS info will then auto-populate, but the info can be updated if needed.

If the SSN matches a VR consumer who was determined ineligible by VR, an error message will be presented and the Intake cannot be saved. A message will instruct the user to contact *fssa.pre-ets@fssa.in.gov* with questions or concerns about the provision of services to this consumer. The purpose is to stop intake and to prevent service provisions that are disallowed by RSA.

When the SSN is unknown or is not available, the system will assign a 'temporary' SSN in the format required by RSA (which starts with a '999'). Do not attempt to assign a 'fake' SSN, as the system must assign unique SSN's to each consumer for federal reporting purposes. To allow the system to assign the SSN, check the "SSN not available" checkbox. If at a later date, the SSN is obtained, uncheck the checkbox in order to enter the SSN. The 'real' SSN should be entered whenever possible to match against VR consumers and to facilitate accurate federal reporting.

Certain fields such as SSN, DOB, etc. can only be changed up to the time that the consumer information has been reported to RSA. After that time, these fields will be locked and can only be changed if VR obtains RSA's approval.

- If you attempt to change an RSA-restricted field that has already been reported, an error will occur preventing the change and instructing the user to contact *fssa.pre-ets@fssa.in.gov* to ask VR to obtain approval for the update.
- Procedurally, once VR obtains RSA approval the VR PRE-ETS Administrator will have the authority to override the RSA-restriction and will make the change(s) for you.
- Intake fields that are not RSA-restricted can be updated as needed throughout the life of the case.

The information that is available in Intake drop-downs will be limited by the user's security clearance.

The Contractor drop-down will default to the user's 'home' Contractor, but if more than one is available per user's security clearance, they will be available for selection.

The Pre-ETS Intake Date will default to the current date, but can be back-dated. There is a back-date limit of 10-01-2016 (the earliest Pre-ETS contracts' start date.

The consumer's age should be between 14 – 22 years old. An error will occur if the consumer is younger than 14 or already 23 or older at Intake per the DOB. This is to prevent intake and service provision to a consumer that is too old to receive Pre-ETS services per RSA.

More than one Race value can be entered by checking all of the applicable boxes. Minimally at least one Race must be entered.

For the Student Plan field, when the option "Has neither an IEP nor 504 Plan" is selected, a conditionally required field "Specify Other Verification of Disability" will appear and will be a required field. In addition to this field which identifies the manner in which the verification of disability was obtained (via Student Plan or other means), the actual supporting documentation must be collected and maintained, whether it is a copy of a 504 or IEP plan or other documentation that verifies disability. Note: A pending change will allow the documents that have been collected and maintained for this purpose to be uploaded to the Pre-ETS consumer's case. Until this is available, please maintain the documents to upload when the functionality is available.

For the School field, a list of valid schools for the selected Contractor will be available for selection.

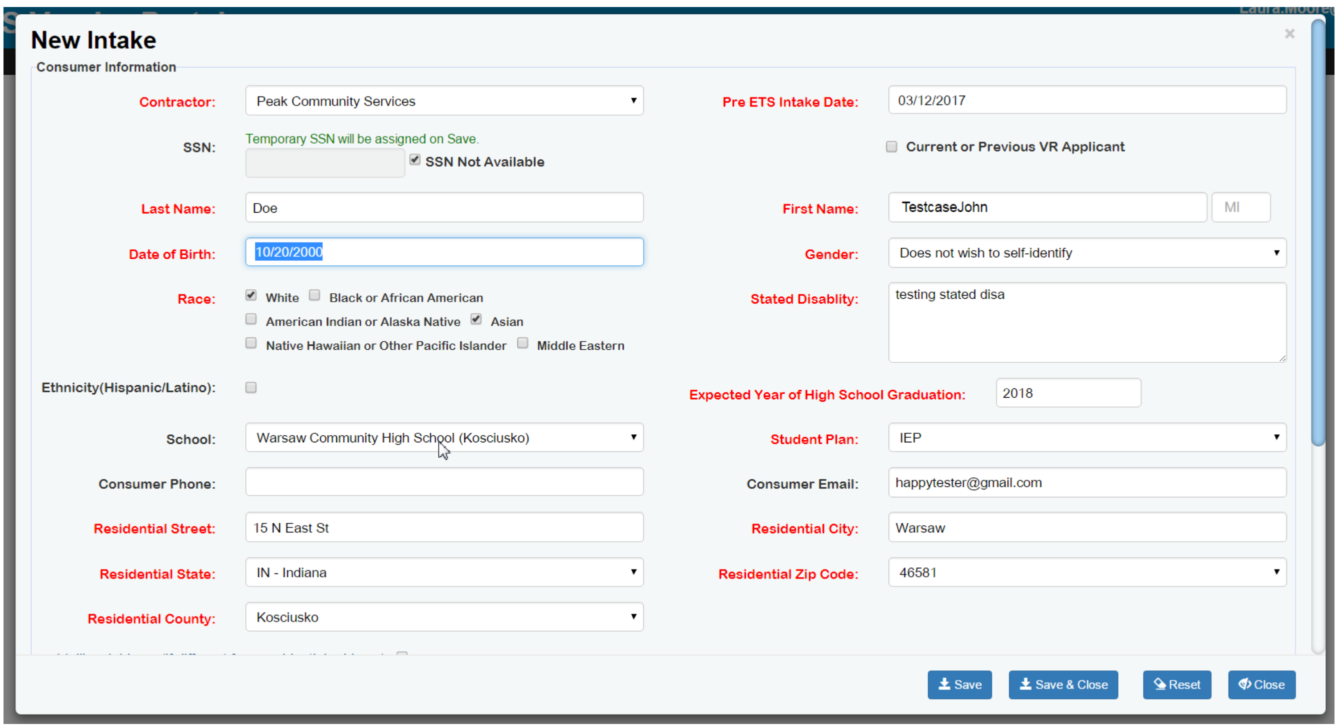
The Expected Year of Graduation cannot be in the past nor more than six years in the future.

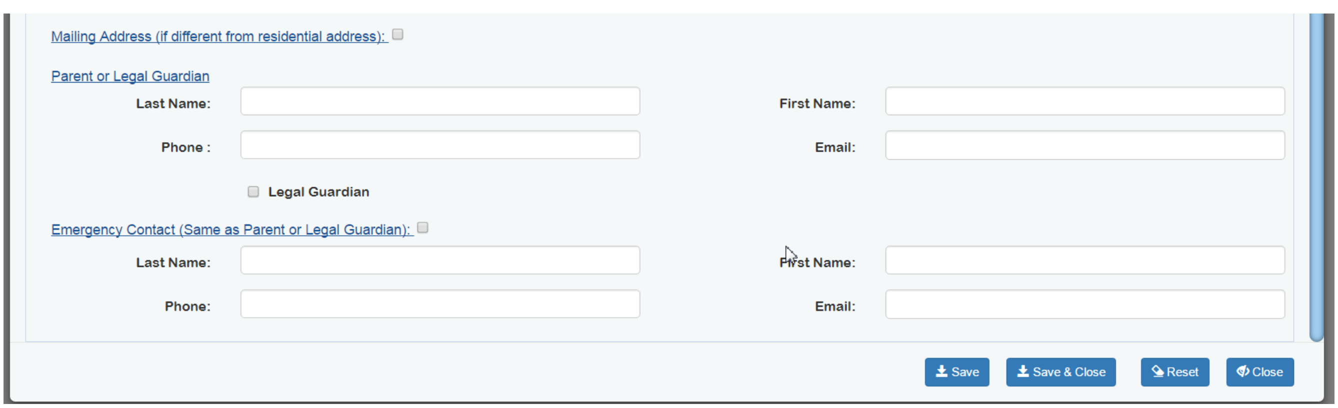
- An error will occur for either of these two conditions that will prevent the entry of the Intake. For questions or concerns regarding provision of services to a particular consumer, please contact VR Pre-ETS administration at email *fssa.pre-ets@fssa.in.gov.*
- A warning message will be issued if the graduation date will occur when the consumer is 23 or older. This message won't prevent Intake entry, but will alert the user that the consumer may be 23 or older at the Expected Year of Graduation (and thus the case may need to be closed prior to graduation due to RSA age restrictions for Pre-ETS services).
- A warning message will be issued if the graduation date will occur when the consumer is 23 or older.

There are three optional sections at the bottom of the web page. Please note that there is a scroll bar on the right of the Intake screen to allow the user to scroll down to enter these sections:

- Mailing Address - This section does not need to be completed unless it is different than the residential address. To complete this section, check the checkbox and it will expand to allow the fields to be entered. If the checkbox is checked, then the address fields are required.
- Parent or Legal Guardian – This section is reserved for the entry of Parent or Legal Guardian information. The Legal Guardian checkbox should be checked if the person entered here is the Legal Guardian of the Pre-ETS Consumer.
- Emergency Contact – This section does not need to be completed unless it is different than the Parent or Legal Guardian information. If the Emergency Contact is the same as the Parent or Legal Guardian information, check the checkbox next to the Emergency Contact label in order to automatically populate the fields with the same values that were entered into the Parent or Legal Guardian section.

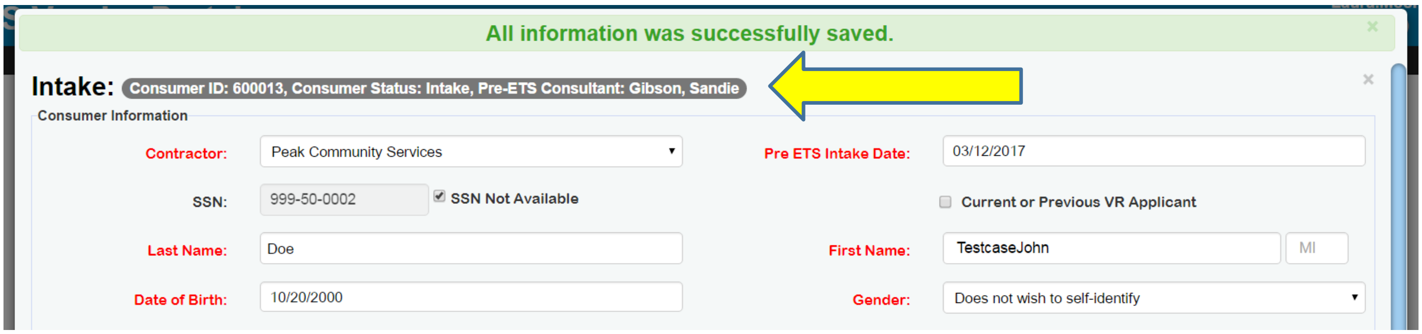
The Reset button will allow the user to clear all of the entered fields, until the data is saved. After save, the Reset button will be disabled.





After Save, if there are Errors, a message will be displayed at the top of the screen, and the fields in error will show an error message underneath the field.

However if the Save is successful, a successful save message will be displayed at the top of the screen, and the Consumer ID (unique number), Consumer Status (initially, the Consumer Status is Intake) and the Consultant (i.e., case owner) will be assigned. The current values will be displayed at the top of the Intake Screen and will display each time the Intake is viewed. The Consumer ID, Consumer Status and assigned Consultant are display-only values that are assigned by the system.



Services

Service Search

The Services function launches a Services Search screen. From this screen, the user can either search for a particular Service Session and select it to View or Modify, or the user can create a New Service session record.

Type of Search

Similar to Consumer Search, there are three (3) types of searches: Consumer ID, Consumer Name and School Name. When a Search Type is selected, the next field to the right will dynamically change to reflect the selected Type.

- Consumer ID is the unique Pre-ETS consumer number that is assigned to the consumer's case at the time of intake. Searching by Consumer ID will result in a list of all service sessions (individual and group) in which the consumer participated.
- For the Consumer Name search, a partial wildcard search is used which allows the user to search by Last Name followed by full First Name or followed by the starting characters of the First Name. When First Name is used, Last Name and First Name should be separated by a comma.
    - Example: Smith,John or Smith,J).
    - If desired the user can simply search for the full last name or all last names starting with the characters entered (Example: Smith or Smi). The less specific the criteria, the more results that will potentially be displayed.
    - Like the Consumer ID search, the consumer name search will result in a list of all service sessions (individual and group) in which a consumer (with a matching full or partial name) participated.
- The Schools drop-down will present a full list of the schools covered under the Pre-ETS Contracts. NOTE: A change is pending to limit this drop-down to list only the schools covered

by the selected Contractor. The Schools search will result in a list of all service sessions for consumers associated with a particular school.

Additional Search Criteria

Additional / multiple filters can be applied: Service Status, Contractor, Agency, Pre-ETS Consultant, Date Range (Date From, Date To), and Service Category. The more specific the search criteria, the fewer results that will be displayed.

The Service Status values include:

- In-Process (In-Process means the Service Session has been added, but has not yet been invoiced and is thus still updatable)
- Invoiced (In-Process means that the Service Session has been included on a monthly Invoice which has not yet been paid)
- Paid (Paid means that the Service Session was included on a monthly invoice which has been paid)

The Contractor drop-down will default to the user's 'home' Contractor group, but if other Contractors are available per the user's access, they will also be available for selection.

The Agency drop-down will default to the user's 'home' Agency, but if other Agencies are available per the user's access, they will also be available for selection.

The Pre-ETS Consultant drop-down will display a list of names of Contract Leads, Agency Leads and Pre-ETS Consultants based on the user's security and/or limited by the selected Contractor/Agency.

The Date From and Date To fields can be used to specify a date range for the search. If not entered, the Date To field will default to the current date.

The Service Categories search field allows the user to search for all Service Sessions which included a specific service category. The categories include:

- Job Exploration Counseling
- Work-based Learning Experiences
- Workplace Readiness
- Instruction in Self-Advocacy
- Counseling on Opportunities for Enrollment in Post-Secondary Education

If a Search field is not used, then it will default to all that are available per the user's security clearance.

The Search button will display all results matching the criteria in the results grid.

Results Grid

Multiple pages may be returned in the results grid, or a message will be returned stating that no results were found.

Each column in the results grid is sortable and can be expanded or contracted by selecting and dragging the column header field separator. Left clicking in the column header will change the sort order. The first click will change the order to ascending; the second click will change the order to descending; and upon the third click the sort order will revert to the original sort order.

A scroll bar is located on the right side of the grid when several results records are returned.

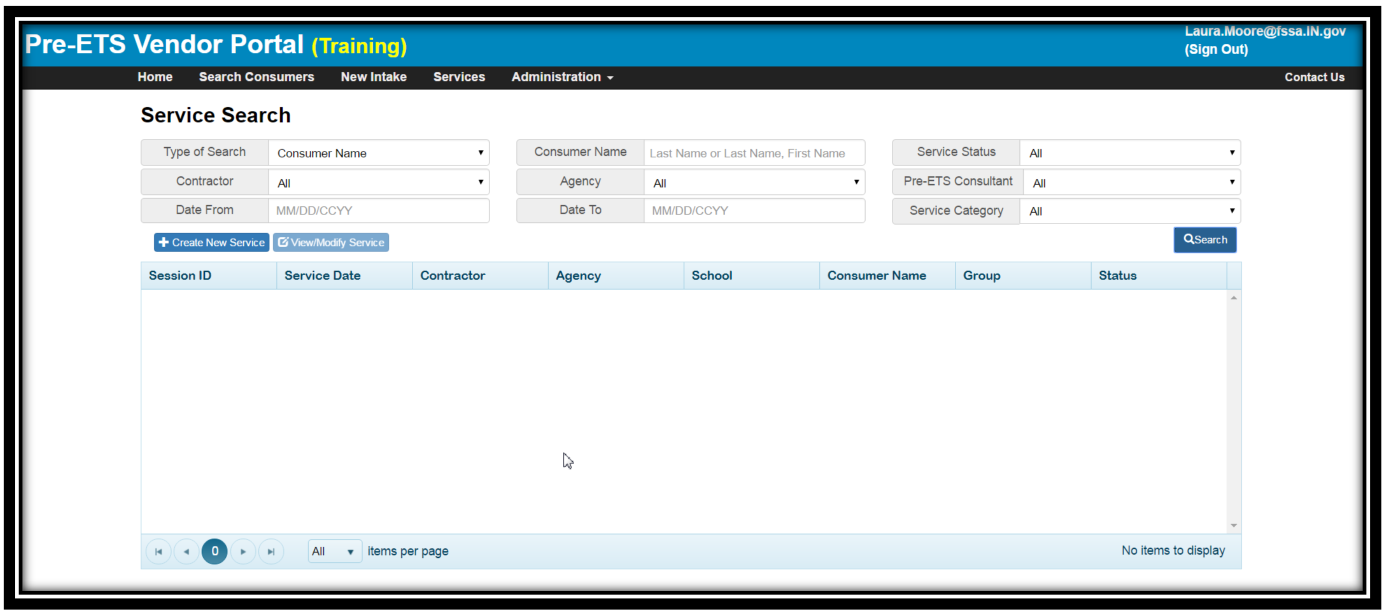
Arrows and drop-downs at the bottom left of the grid can be used to navigate to a new results page in the grid or can be used to change the number of items displayed per results grid page.

Available Functions

When a consumer record is selected in the grid, available functions include: Create New Service, View/Modify Service.

If the desired Service Session record is not found in the results grid, a Create New Service function is available and can be used to enter a new consumer intake record.

Alternatively, the user can View/Modify a particular Service Session by double-clicking the desired Service Session in the results grid, or selecting the desired Service Session and clicking the View/Modify button. Only one Service Session at a time can be selected for View/Modify.



Service Session

The Service Session screen allows users to add a New Service Session or View/Modify or Delete an existing session. Users will only be allowed to modify a service session up to the point it has been invoiced. Once the service session is invoiced, it is no longer modifiable, nor can it be deleted.

Pre-ETS Consultants, Agency Leads, Contract Leads and VR Pre-ETS Administrators all have the authority to enter and modify un-invoiced service sessions per their access rights. However, only Agency Leads, Contract Leads and VR Pre-ETS Administrators can Delete a service session. This is to be used to correct mistakes such as accidentally entering a duplicate service session record.

The Service Session is designed to record information about the actual services that were provided after the services have been provided. It is not used to record planned services before they occur. The Service Session is used to record services that occurred on a specific date.

The Service Session must specify at least one service and at least one consumer. The Service Session screen can be used to record an individual –or- a group service session.

If services were provided to an individual separately, not in a group session, a separate service session must be entered for that consumer. If a consumer received multiple services on the same date, the individual service session can record all services for that date.

For group sessions, all services entered will apply to all consumers entered in the service session. Again, the service session can have only one date, which is the date that the group session occurred. The assumption is that all of the consumers in the group session received the same services. Therefore, all of the services entered for the session will apply to all of the consumers entered for the session. If this is not the case, and a particular consumer received additional or different services than other consumers in the group session, then an individual session must be entered for that particular consumer for all services that differed from the rest of the group.

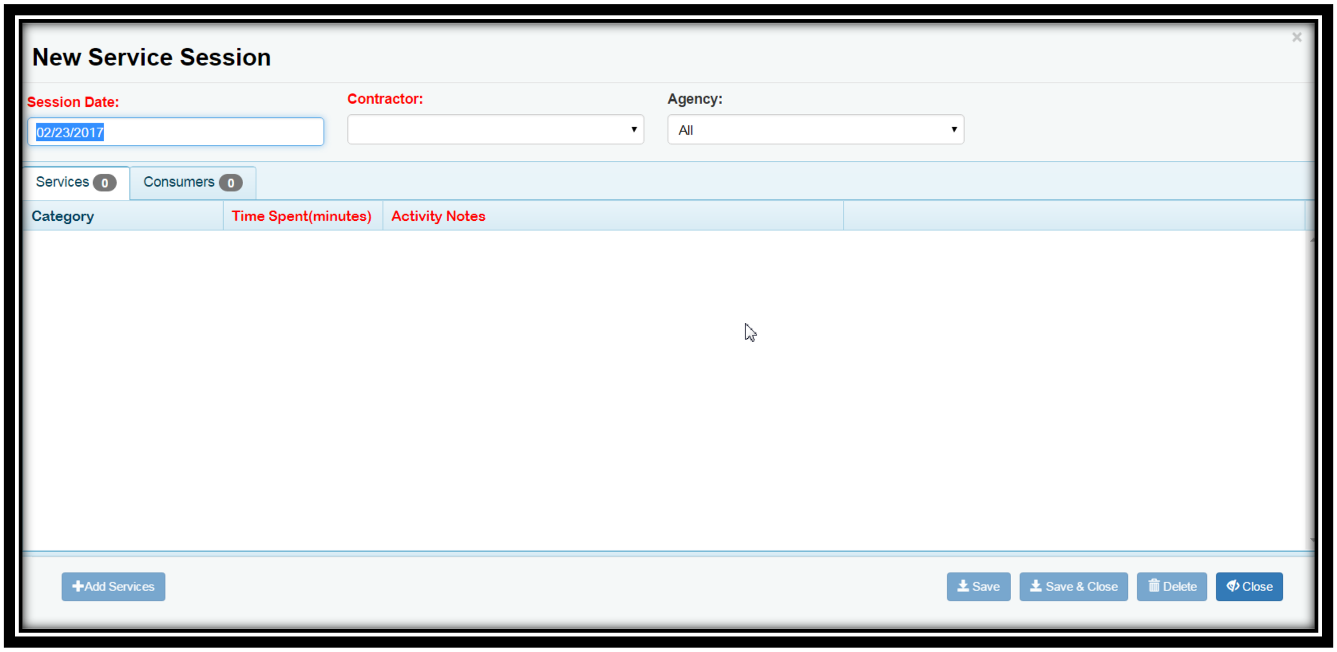
When adding a new service session, the Session Date will default to the current date. The date can be changed to be backdated, but it cannot be prior to the Intake date nor can it be entered as a future date.

For a new service session:

- The Contractor drop-down will default to the user's 'home' Contractor group, but if other Contractors are available per the user's access, they will also be available for selection.
- The Agency drop-down will default to the user's 'home' Agency, but if other Agencies are available per the user's access, they will also be available for selection.
- For agencies serving under more than one Contractor, it is important to select the appropriate Contractor/Agency combination.
- A service session can have only one Contractor/Agency combination. This is to allow the service to be associated with the Agency that provided the service.

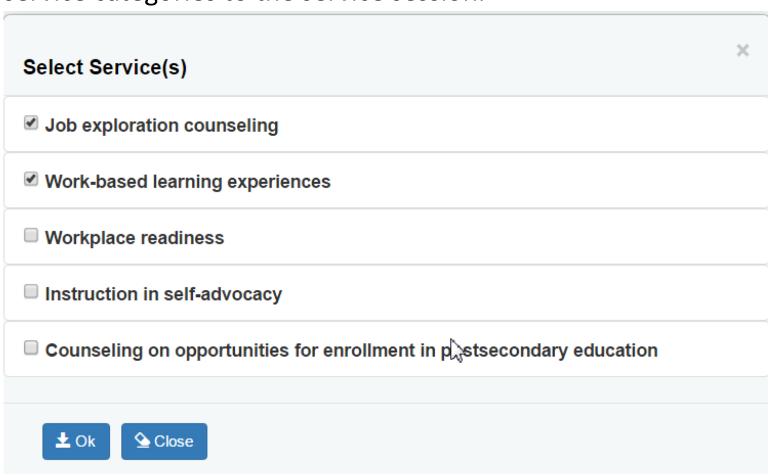
There are two tabs on the Service Session screen: Services and Consumers. The number of services and the number of consumers in the service session will be displayed on the tab. For a brand new services session, these counts will be zero (0) until services and consumers have been added.

Services and consumers can be added in either order, and the user can toggle back and forth between tabs as needed.



Services

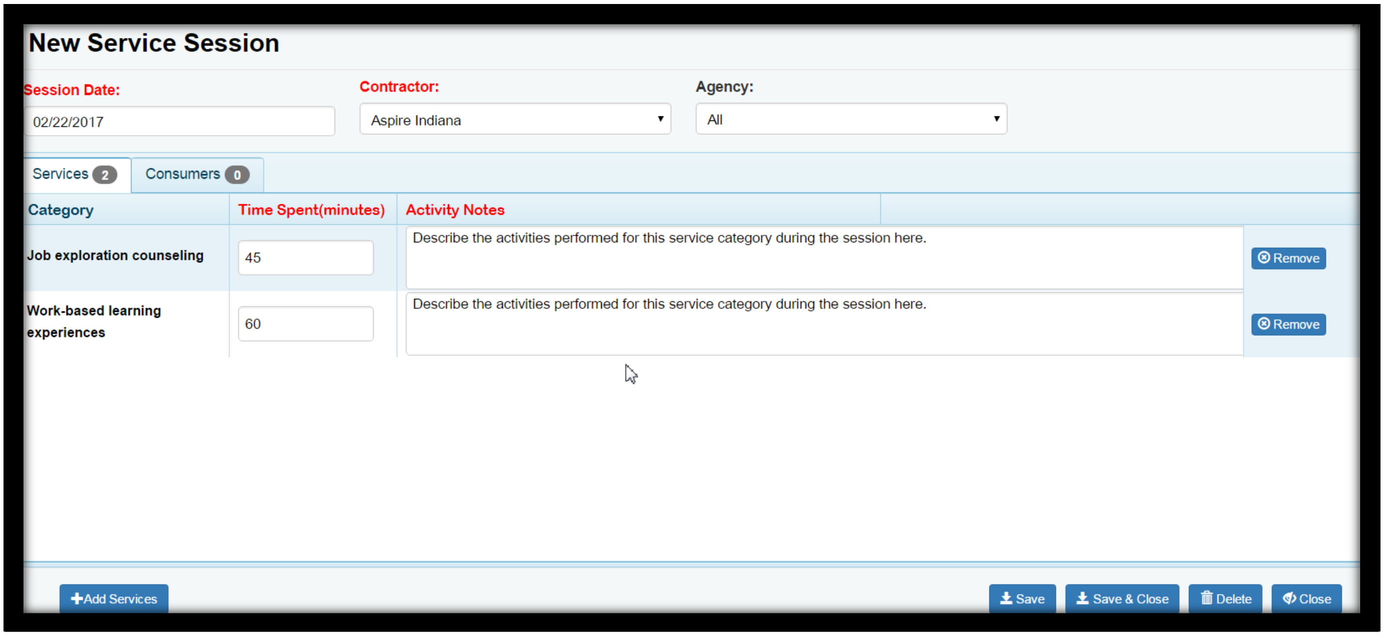
The Add Services button can be used to select the service categories that were provided in the service session.   When first launched, a list of the five service categories will be presented. Multiple service categories can be selected by checking each desired service category checkbox. Click OK to add the service categories to the service session.



After service categories have been added, if the user returns to the Add Service screen, only the remaining unselected service categories will be listed for selection.

Each service category requires the entry of Time Spent (in minutes) and a description of the Activities performed per category per session. The Activity Notes will automatically 'wrap text' per the width of the Activity Notes column in the grid.

Services can be removed by using the Remove button. This can be used if a service was entered in error. A warning message will be issued to make sure the user really intends to remove the line.



Consumers

The Add Consumer button can be used to select the consumers that participated in the service session. The Add Consumer button will launch a Select Consumer(s) page.

Select Consumer(s)

The Select Consumer(s) page allows the user to search for and select the consumer(s) that participated in the service session.

Only consumers for the selected Contractor will be available for selection.

Two Search criteria can be entered: Type of Search and School.

The Type of Search drop-down includes Consumer ID and Consumer Name. Consumer ID is the most specific method for consumer search. For the Consumer Name search, a partial wildcard search is used which allows the user to search by Last Name followed by full First Name or followed by the starting characters of the First Name. When the First Name is used, Last Name and First Name should be separated by a comma.

- Example: Smith,John or Smith,J).
- If desired the user can simply search for the full last name or all last names starting with the characters entered (Example: Smith or Smi). The less specific the criteria, the more results that will potentially be displayed.
- Like the Consumer ID search, the consumer name search will result in a list of all service sessions (individual and group) in which a consumer (with a matching full or partial name) participated.

The Schools drop-down will present a full list of the schools covered under the Pre-ETS Contracts. NOTE: A change is pending to limit this drop-down to list only the schools covered by the selected Contractor. The Schools search will result in a list of all service sessions for consumers associated with a particular school.

Results Grid

Multiple pages may be returned in the results grid, or a message will be returned stating that no results were found.

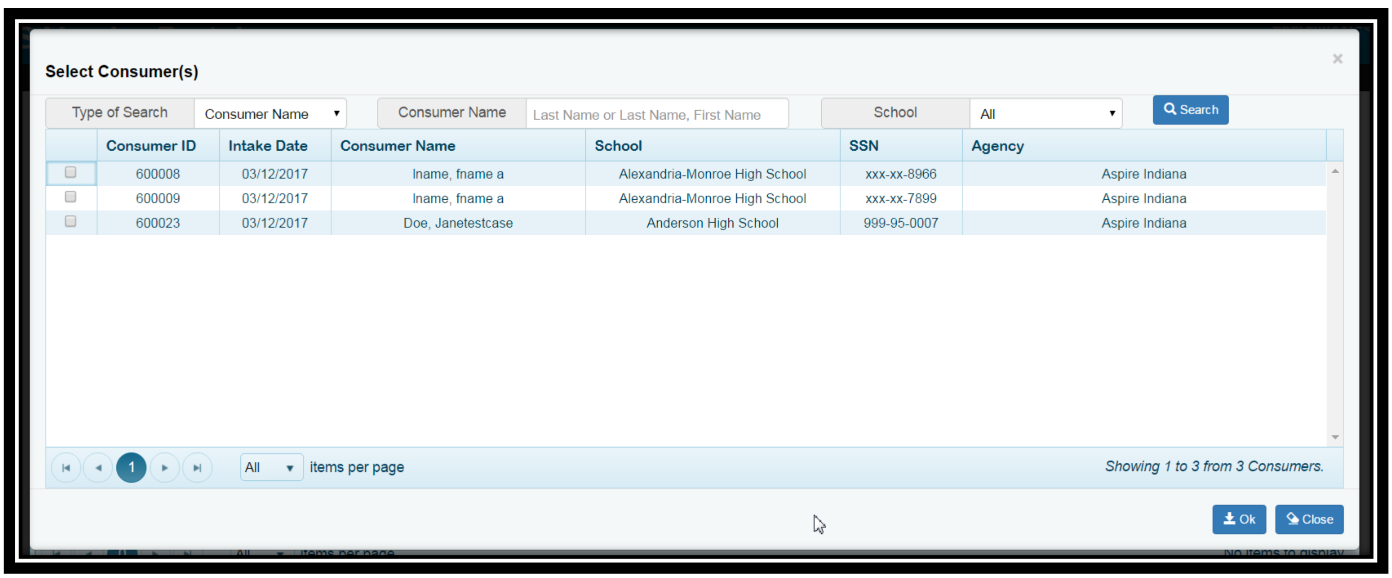
Each column in the results grid is sortable and can be expanded or contracted by selecting and dragging the column header field separator. Left clicking in the column header will change the sort order. The first click will change the order to ascending; the second click will change the order to descending; and upon the third click the sort order will revert to the original sort order.

A scroll bar is located on the right side of the grid when several results records are returned.

Arrows and drop-downs at the bottom left of the grid can be used to navigate to a new results page in the grid or can be used to change the number of items displayed per results grid page.

The consumers that participated in the session can be selected by checking the checkbox in the first column. Multiple consumers can be selected, as long as they are from the same Agency.

Click OK to add the consumer(s) to the service session.



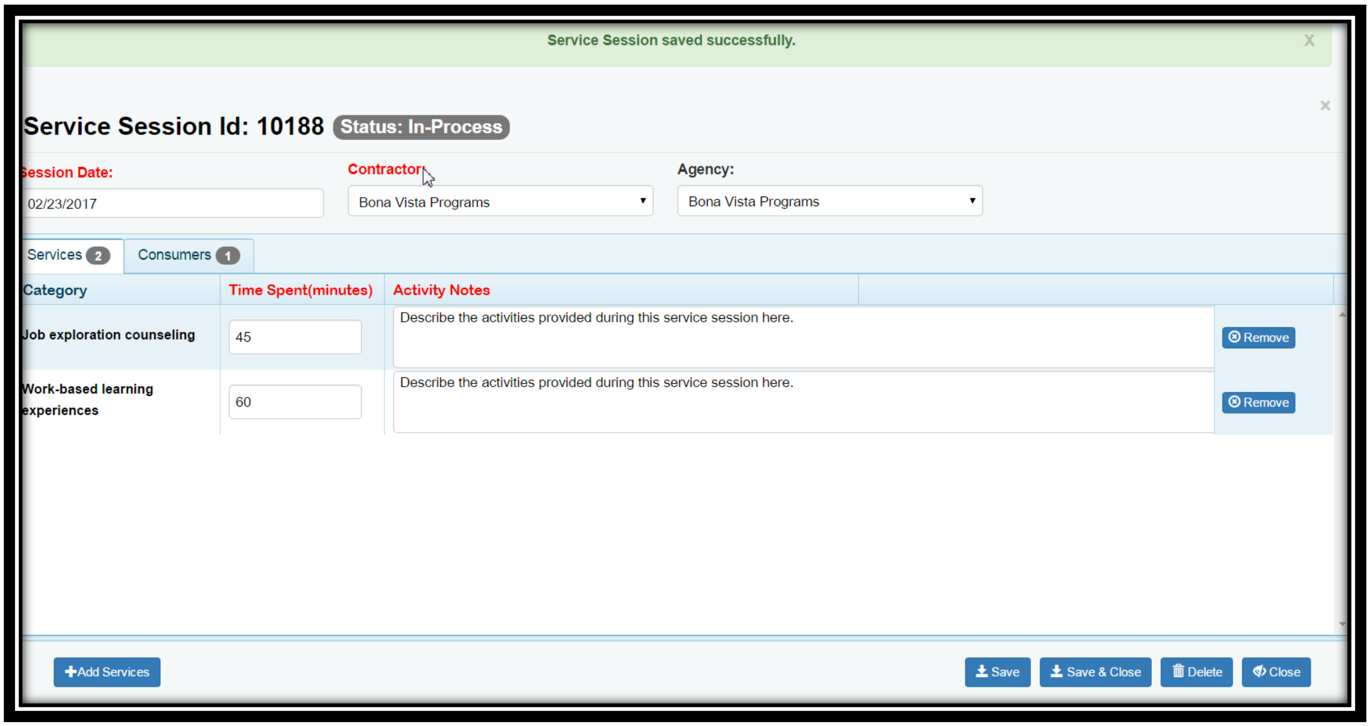
Only the last four (4) digits of the SSN are displayed for ‘real’ SSNs. The last four digits are displayed in order to help the user to identify a student. However, if a temporary SSN was assigned, the full SSN is displayed in order to alert the user that the last four digits are not from a ‘real’ SSN. When a full SSN starting with ‘999’ is displayed, this indicates that the SSN is a temporary SSN.

Once a consumer has been selected, the system will recognize if the user selects consumer(s) from another Agency and will present a warning message that the previously selected consumers will be removed if the user proceeds with this selection.

Consumers that have already been selected will not be displayed if the user returns to the Add Consumer/ Select Consumer(s) screen.

If a consumer is selected who has an intake date after the Service Session Date, an error will occur. The user must decide if the Service Session Date is in error or if the consumer was selected in error and correct the issue in order to save the service session.

When a service session is successfully saved, the Service Session ID and Status will be displayed at the top of the screen. These are system-assigned display only values. The initial value for the service status is In-Process until the service is later Invoiced and then Paid.



Inactivate Consumer Case/End Services (under construction, not yet available)

This function will be used to specify that a consumer is no longer receiving Pre-ETS services. This is to be used to specify the date that all services ended, and the reason that the services ended (such as high school graduation, consumer refused services, consumer is too old to continue to receive Pre-ETS services, etc.).

This function should not be used if a consumer is discontinuing Pre-ETS services with one Contractor or Agency in order to transfer to another Contractor or Agency where services will continue (due to moving to a new school district for example). When this occurs, the Transfer Case function should be used.

The Inactivate Consumer function should only be used when all Pre-ETS services have ended and will no longer continue.

<Insert Inactivate Consumer Case screen shot here>

Documents (under construction, not yet available)

This function will allow users to upload documents to attach to a Pre-ETS consumer's case.

The documents should be in PDF format.

Users will be able to View, Delete and Add documents. They will not be able to modify the documents that have already been uploaded.

In order to update a document, the user should:

- Delete the document from Pre-ETS
- Modify the document on their workstation and convert to PDF
- Upload the updated PDF

Documents will be sorted into document types to make it easier to find specific documents associated with the case.

Full Information regarding the Documents function will be provided at a later date.

<Insert Documents screen shot here>

Invoicing (under construction, not yet available)

The Invoicing function will be available to Contractor Leads and VR Pre-ETS Administrators.

The function will allow users to create monthly invoices or to view prior invoices.

An invoice can be generated for only one Contractor. It will aggregate services provided by all of the Agencies under that Contractor for the selected time period that have not yet been invoiced.

Typically the time period will be for the prior month. Once all service records have been entered for the month, the invoice can be created.

In the event that service records were entered 'late' and did not make it into the monthly billing, the user will have the ability to generate an invoice for prior months. The invoice function will only include service records that have not yet been invoiced.

The invoicing function is included in order to provide the level of detail required for VR's federal reporting.

Full Information regarding the Invoicing function will be provided at a later date.

<Insert Invoicing screen shot here>

Reports (under construction, not yet available)

Full Information regarding the Reports function will be provided at a later date.

<Insert Reports screen shot here>

Administration Menu

Transfer Case

Contractor Leads, Agency Leads and VR Pre-ETS Administrators will have access to this function.

Pre-ETS Consultants will not have access to this function.

When a consumer is entered into the system via the Intake screen, the consumer's case is automatically assigned to the person that entered the Intake information. The assumption is that the person entering the case will be the Pre-ETS consultant who will be responsible for the case on an on-going basis. However, a case can be transferred as needed.

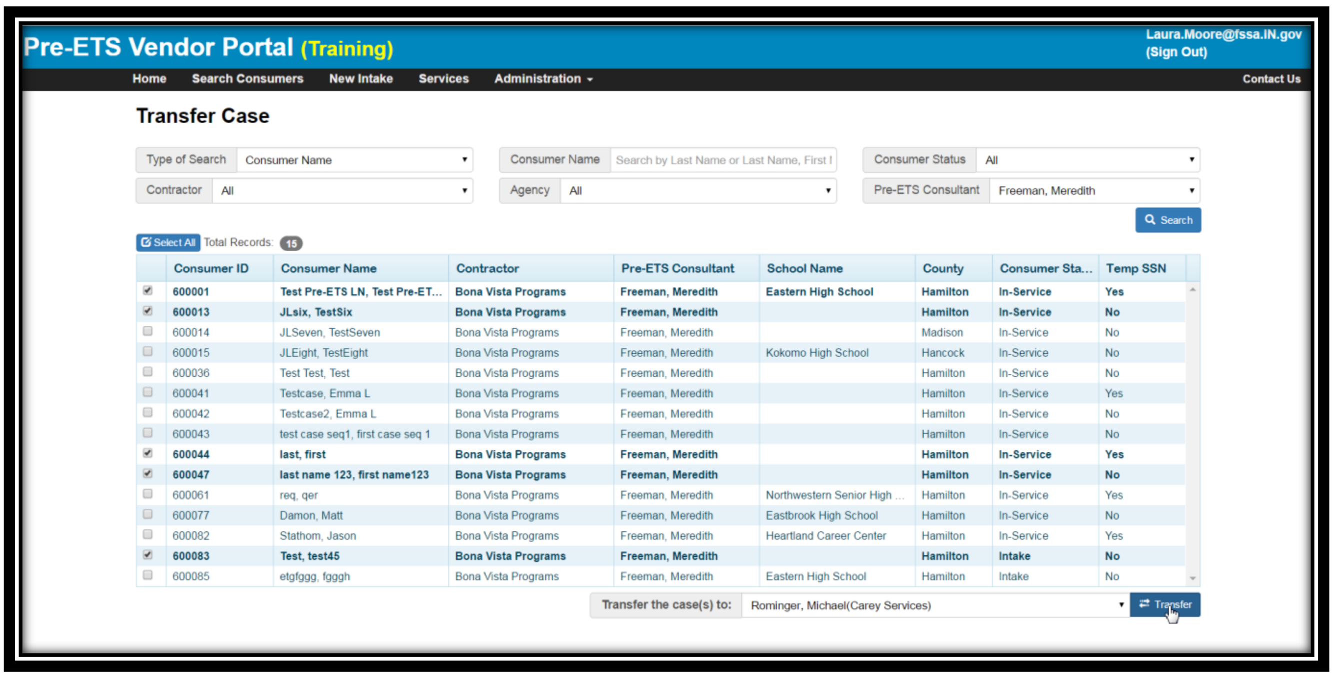
Contractor Leads and Agency Leads will have access to transfer cases to the Contractor Lead or to any Pre-ETS Consultant or Agency Lead in any of the Agencies within their Contractor group.

Statewide, VR Pre-ETS Administrators can transfer cases to any Contractor Lead, Agency Lead or Pre-ETS Consultant across Contractor groups.

The screen will allow the user to search in similar fashion to the Consumer Search screen. The user can then select a single case or multiple cases or all cases from the results grid and transfer them to the desired user (Pre-ETS Consultant, Agency Lead or Contractor Lead).

This function is useful when a consumer moves to a new school district, or when an employee retires, transfers to a non-Pre-ETS position or is terminated and their caseload needs to be reassigned.

When it is necessary to transfer a case, all services that were provided under the original Agency should be entered *prior* to the transfer.



Inactivate User/End Services (under construction, not yet available)

When an employee retires, transfers out of Pre-ETS service provision or is terminated, their Pre-ETS User ID should be immediately inactivated at the point that they are no longer allowed to work on Pre-ETS cases.

Contractor Leads, Agency Leads and VR Pre-ETS Administrators will have access to this functionality.

Contractor Leads will be able to inactivate any user within their Contractor group, except for their own user account.

Agency Leads will be able to inactivate any user within their Agency, except the Contractor Lead or their own user account.

VR Pre-ETS Administrators will have state-wide access to inactivate any user.

Caution: When this function is used, the inactivated user will immediately lose all rights to the Pre-ETS Vendor Portal. Do not use this functionality until the user is no longer allowed access to the system. For example, if a user has given two week notice and will be allowed to continue working on Pre-ETS cases for two weeks, do not inactivate their user ID until the end of the two week period.

<Insert Inactivate User screenshot here>

Request New User Registration (under construction, not yet available)

When a new Pre-ETS Consultant, Contractor Lead or Agency Lead is hired, this function can be used to request a new user registration. Required user registration information, including Contractor, Agency, User Name, Email, Phone, and user role must be provided in order to submit the request. The request will then be processed by VR and the requestor and new user will be notified when the new user ID is available.

Contractor Leads, Agency Leads and VR Pre-ETS Administrators will have access to this function.

Contractor Leads will have the ability to request a user registration for any Agency within their Contractor Group.

Agency Leads will have the ability to request a user registration for their Agency.

VR Pre-ETS Administrators can complete the registration information for any Contractor/Agency state-wide.

<Insert Request New User Registration screen shot here>

Invoice Reconciliation (under construction, not yet available)

This functionality will be used by VR Pre-ETS Administrators in order to identify Pre-ETS invoices that have been paid. This information will be used for federal reporting, as well as to apply business rules to Invoice and Service data (paid invoices/services within those invoices cannot be changed after payment).

This functionality will not be available to Contractor Leads or Agency Leads.

<Insert Invoice Reconciliation screen shot here>

Shortcut Keys

Throughout the system, shortcut keys are available. These are combinations of keys that will allow the user to ‘jump to’ or perform the desired function without having to navigate to the button.

The shortcut keys are listed by screen below:

Home Page

ALT + R = Go to Search Consumer

ALT + N = Go to New Intake

ALT + S = Go to Services Search

Consumer Search

ALT + R or focus on any Search field and press ENTER = Search

ALT + N = Go to New Intake

ALT + I = View/Modify Intake

ALT+M = Add/Modify Services

Alt + G = Set cursor focus on Grid

Intake

ALT + S = Save

ALT + I = Save and Close

ALT + L = Delete *[Note: The Delete intake function is restricted to VR Administrators.]*

ALT + 0 = Close

Transfer Case

ALT + R or focus on any Search field and press ENTER = Search

ALT + S = Transfer

Service Search

ALT + R or focus on fields and press ENTER = Search

ALT+M = to Add/Modify Services

ALT + N = Create New Service

Alt + G = Set cursor focus on Grid

Service Session

ALT+ U = Go to Add Services / Select Services pop-up screen

ALT+K = Go to Add Consumers / Select Consumers pop-up screen

ALT + S = Save

ALT + I = Save and Close

ALT + L = Delete

ALT + 0 = Close

Select Services Pop-up

ALT+P = OK

ALT + 0 = Close

Select Consumers Pop-up

ALT + R or focus on fields and press ENTER = Search

ALT+P = OK

ALT + 0 = Close

Menu ToolBar

Alt + Q = Set Focus on Home in Menu toolbar